RELEASE NOTES
N-FOCUS Major Release
NOVEMBER 10, 2008

A major release of the N-FOCUS system is being implemented on November 10, 2008. This document provides information explaining new functionality, enhancements and problem resolutions made effective with this release. This document is divided into five main sections:

General Interest and Mainframe Topics: All N-FOCUS users should read this section.

Developmental Disabilities Programs: N-FOCUS users who work directly with DD programs and those who work with the related Medicaid cases should read this section. Note: This section will only appear when there are tips, enhancements or fixes specific to Development Disabilities Programs.

Foster Care Review Board: N-FOCUS users with responsibility for Foster Care Review Board functions should read this section. Note: This section will only appear when there are tips, enhancements or fixes specific to Foster Care Review Board functions.

Protection and Safety Programs: N-FOCUS users with responsibility for Child Protective or Adult Protective Services should read this section. It will be noted when the information is specific to only one of these areas.

Expert System: All N-FOCUS users with responsibility for case entry for AABD/MED, ADC/MED, Child care, FSP, FW, IL, MED, and Retro MED should read this section.

Table of Contents

GENERAL INTEREST AND MAINFRAME

ALERTS

Service Approval (NEW)

Service Approval Alert #334, Service Approval – Address Change, is created when any part of an Organization's physical address has been updated. The alert is sent to any worker assigned to a Service Approval

Program Case (NEW)

Program Case Alert #335, Program Case – CFS Closing, will be created when the CFS program has closed with at least one person active in ADC, AABD, Medicaid, FSP or CC program case. Examples of action needed with this alert: If they are active in a CC program case, they would no longer be eligible under the "Without Regard to Income" category. Another category may need to be selected. If they are in ADC, AABD or Medicaid cases, a CHARTS Referral may need to be sent to change the custodial party from DHHS to the person with whom the child currently resides.

Pending Over 45 Days (CHANGE)

The wording has been changed on Alert #120, Pending over 45 days, to give the worker the exact date. This is calculated by counting the application received date as day 1

Vital Statistics (NEW)

New Alert #338, Interface-Vital Statistics - Out of State Request, is created when an out of state request is in a pending status after a week. This Alert will continue to be created every week as long as the status remains pending because required paperwork (ASD-46) has not been received by Central Office.

The Request for Contact (CHANGE)

 The Request for Contact Alert # 308 is being changed back to a Program specific Alert. Program cases listed on the Alert will be determined by the cases entered on the Request for Contact (RFC). If multiple programs cases are selected and the same worker is assigned, only one alert will be created. The date the alert displays is the date the RFC is due.

YLS Assessment (NEW)

There is a new Alert for Protection Specialists to notify them when an YLS Assessment is due (Alert #339 YLS Assessment Due). The due date on the Alert shows the date the YLS Assessment is due. This Alert will continue to run monthly until the YLS Assessment has been completed. If it is not completed by the due date, it will display in Overdue Status. Overdue Alerts can be viewed by selecting the Over-due status on the Search Position Alert window.

Tie E-Application Alert (TIP)

Alert #330, Electronic App Recd, is created as soon as the tie is made to the program case. The Alert is sent to the worker assigned to the program case at that time. If the assignment is changed after the E-Application is tied, this Alert will still go to the previous worker. If the alert was created before the correct worker is assigned, the alert will be transferred to the newly assigned worker the next day. If

the Alert is cleared, no Electronic Application Alert will be transferred to the new worker.

If the assignment is entered first, and then the application is tied, it will go to the correct worker.

ASSIGNMENTS FOR EMPLOYMENT FIRST (CHANGE)

In the Detail Master Case window under Actions, when the Transfer Master Case action is selected, the EF program case will no longer be transferred.

In addition, when selecting assignments from the Detail Master case window, if the "select all programs" feature is used, the system will automatically deselect the EF program. Assignment changes for an EF program case can only be done from the EF program case window.

SERVICE AUTHORIZATION (NEW)

In the Service Authorization window a new pushbutton has been added for the Administrative Services Organization (ASO) Services used for certain types of CFS services. This will be an inquiry only view except for select workers assigned to verifying the registration of a provider for these services.

CLOSING DD PROGRAM CASES (TIP)

Mainframe DD programs such as DDAC and DDSC must to be <u>closed only by DD workers</u>. Closing these cases by non-DD workers may adversely affect the client's eligibility for services. Please contact the assigned DD worker for any changes that may be needed on a DD program.

TRAINING IMAGE (CHANGE)

The background color and the Icons of the Training N-FOCUS image have been changed to yellow. This was done to distinguish it from the live N-FOCUS system. The text has been enlarged for "Training Database Only" wording on the Main Menu of Training N-FOCUS and the word "Production" was added to the main menu of the live system.

ELIGIBILITY SUMMARY ICON (NEW)

Workers can now view all budgets for each program in a Master case by selecting the new Eligibility Summary icon from either the Master Case window or any program case window.

Eligibility Summary on the Detail Master Case window menu bar has been moved from *Details* to the *Goto* drop-down list*.*

COLA CHANGE FOR MESA (TIP)

MESA will be running budgets for COLA changes in a few weeks. Program cases that have Social Security income where there is **no BDE match** need to be marked as processed by the worker so that incorrect income is not used in the January budget.

CORRESPONDENCE

Initial Appointment Letter (NEW)

A new Initial Appointments Letter has been added in correspondence. This may be used to communicate an appointment time with clients on a new application. The form letter is created from the Detail Master Case correspondence window and can be used for any program. Workers select whether the appointment is for an office interview or a telephone interview. The letter can be created in English or Spanish.

Worker Phone Number

In Mainframe correspondence, after the worker name, their telephone number will appear instead of the office telephone number. The toll free number will continue to be displayed.

Notice Template-FSP Notice of Missed Interview (CHANGE)

The name and telephone number of the worker who created the Notice of Missed Interview has been added to the end of the letter. This change will be effective 11/19/2008. If you need the log on workers name changed to another worker's name, use the Out-Select Arrow to select that person before creating the Notice.

FSP 45 Day Notice (CHANGE)

Two new pieces of information have been added to the FSP 45 Day Notice; sharing the URL for the Electronic Application website for submitting an application and giving the telephone number of the VRU (voice response unit).

Status Change Report (WP-3) (CHANGE)

The WP-3 is changed to allow usage for the Food Stamp program as well as Employment First.

Review/Recertification Appointment Letter (FIX)

The Review/Recertification Appointment letter was sometimes bringing in an incorrect Certification Period end date.   This has now been fixed. Also, effective with this release, the Certification Period end date will be blank if the FSP case is currently closed. The worker may enter the last Certification Period end date.

Child Care Notices

Child Care notices in the Expert System are scheduled for the March 9, 2009 major release. Continue to use the Notice Template to create notices of CC changes.

LIST OFFICE WINDOW (FIX)

On the list Office Window, the office telephone number was displaying in the Toll Free slot and the Toll Free number slot either displayed the local number or displayed nothing at all. This has been fixed.

AGENCY STAFF PERSON (NEW)

An additional field entitled "Employed by" has been added to Detail Staff Person window. It will indicate if the staff person is employed by the State or by an External Agency.

ORGANIZATION PAYMENT WINDOW (NEW)

There are two enhancements to the Payment Icon from the Detail Organization window. When an Organization has more than one payment, workers can search for payments by the issue date from the List Payments for Owner Organization window. The payment list can now be printed by going to the Actions drop down menu and selecting Prepare Report.

ORGANIZATION COMPLAINTS ICON (NEW)

Complaints on Organizations should no longer be documented in the complaint narrative in that Organization as outlined in the June 8th memo from Todd Reckling. A new Icon has been created for the purpose of documenting such complaints. The Complaints Icon is found on the Detail Organization window. Enter information in this window to document and track any complaints against the organization.

Selecting the Complaints Icon will bring up the Detail Complaint window. The Organization name and ID number will be populated. This window will come up when entering a complaint for the first time or when selecting the Green Icon on the left hand corner of the screen from the List Detail Complaint window for a new complaint instance if there are multiple complaints on the Organization.

- On the Detail Complaint window, the Received Date defaults to current date, but can be changed. The Received By and Office default to the current user, but can be changed by using the Out-Select Arrow.
- Close date is entered after the investigation and the complaint has been resolved.
- Function is used to identify the service the Organization was conducting at the time of the complaint
- Complaint Description is a brief description of the nature and any relevant information of the complaint.
- Once the description is completed, to continue with the documentation, go to Actions drop down and select Add Complainant. A pop-up window will appear to enter three things: 1) the first and last name of the person. If the Complainant chooses not to reveal his/her name, select the Anonymous check box, 2) keep the defaulted complaint date or change it to a prior date and 3) select the appropriate source. Select OK to get back to the Complaint window. If there is more than one complainant, again select the Add complainant from the Actions dropdown to get a new pop-up to enter information
- Assignment is entered by selecting the Add Assignment from the Actions drop down. A pop-up will appear to select arrow out to retrieve the worker to be assigned to this complaint. The first DHHS staff assigned should hold the primary role. More DHHS staff can be assigned with a role of additional staff. To remove an assignment, highlight the name and in the Actions drop down list, select remove assignment.
- Closing the complaint is done by entering the date it is closed, entering a reason from the drop down list and entering a narrative of the complaint resolution. Once this is saved, a report can be printed. If the complaint was closed in error, it can be reopened by selecting the reopen complaint from the Actions dropdown list.

PROTECTION AND SAFETY

CENTRAL REGISTRY ICONS (TIP)

The Teal CR icon on the Main Menu allows workers to access ONLY the pre-1998 CPS Central Register and pre-2005 APS Central Registry data directly from the Main Menu. These databases originated in systems incompatible with N-FOCUS structure and are no longer in use.

The Teal CR icon does not access any of the CR data created from data entered directly into N-FOCUS since CPS began using N-FOCUS in the late 1990s and APS in mid-2005. To determine CR entries, use both the Red CR and the Teal CR icons to access both N-FOCUS and the earlier data.

Please use the Teal CR icon (APS/CPS Website) from the Main Menu when the Person Search brings back a 'Person not found' message. Workers can still access both icons from any Person Search window.

NOTE: Be aware the Teal CR icon from the Main Menu is not a comprehensive APS/CPS Registry/Register search. To obtain all Central Registry information, both CR icons must be used.

APS SPECIFIC TOPICS

ALLEGATIONS (CHANGE)

In an APS Intake when a finding is entered and N-FOCUS creates the APS Case Status Determination Notice to Law Enforcement, the correspondence will now display only those Victim and Perpetrator Characteristics with an answer of 'Yes".

CPS SPECIFIC TOPICS

CHANGE OF PLACEMENT NOTICE (TIP)

When sending notification of a new case-manager assignment using the Change of Placement Notice, there is a problem with the worker title and phone number not correctly updating on the form along with the new signature name. N-FOCUS now correctly displays the new worker title however the fix of the phone number has been delayed to the March release. In the meantime, to get the appropriate signature information, change the Program Case Assignment on N-FOCUS prior to creating the Change of Placement notice when reporting a Case-manager change.

TRIBAL MEMBERSHIP INQUIRY FORM (CHANGE)

The Tribal membership Inquiry letter has been updated to comply with reporting policy to include ancestry Information. This is now a multiple page document that includes an area to enter Ancestry information on family members of the selected child. Workers are encouraged to obtain as much information as possible for each family member. The gathering of the information should be done prior to preparing the Inquiry letter/form.

OLD SAFETY ASSESSMENT, PLAN AND EVALUATION

The Old Safety Assessment, Safety Plan and Safety Evaluations Icons are no longer available for entry effective 11/10/2008.

Only use these icons ⊞ to enter a Safety Assessment or Safety Plan.

ASO SERVICE AUTHORIZATION (NEW)

On the Detail Service Authorization, window a new pushbutton has been added for the *Administrative Services Organization* (ASO) used for certain types of CFS services. This will be an inquiry only view, except for select workers assigned to verifying the registration of a provider for an authorization of a service. **Note: CFS Specialists may not create a Service Authorization on authorized services.**

List of ASO Registered and Authorized Services

ASO Services are either Registered or Authorized services. Below is a list of the two categories and their services

N-FOCUS SERVICE TYPE - AUTHORIZED SERVICES	N-FOCUS SERVICE TYPE - REGISTERED SERVICES
Addendum to Pretreatment Assessment	Agency Supported Foster Care (Agency Supported Emergency Shelter)
Community Based Evaluation - J.O.	Drug Screening Testing
Community Treatment Aid	Electronic Monitoring/GPS
Continuing Community Treatment Aid	Family Engagement
Customer Assistance Program (CAP) Services	Family Support Services
Day Treatment Psych	Group Home A, Group Home B and Maternity Group Home
Family Assessment	Home Supported Services (23:59)
Initial Diagnostic Interview	In Home Safety
Inpatient Consultation	Intensive Family Preserve
Intensive Outpatient Psych	Intervention Hours
Out of Home Treatment	Residential Safety Services
Pharmacological Management	Respite Care
Pretreatment Assessment	Tracker Services
Psych Hospital Care	Visit Supervision/Monitor
Psychological Testing	
Psychotherapy Family	
Psychotherapy Group	
Psychotherapy Individual	
Residential Evaluation - J.O.	
Sex Offender Risk Assessment	

ASO SERVICE AUTHORIZATION CLAIMS (NEW)

Payments for **ASO Registered Services** are contingent on whether the provider has completed the attestation process with Magellan.

- If the provider has not completed the attestation process at the time pre-print claim forms are created, that specific service will not be listed on the pre-print claim form.
- If the specific service is the only service provided by the provider, no pre-print claim form will be created.
- If the provider has not completed the attestation process and the service is scheduled to be paid via the automatic claims process (automatic claims checked on provider detail window), the auto claim will not be created.
- If the provider sends in a claim for ASO Registered Service and has not completed the attestation with Magellan, the claim will be suspended.

Payments of **ASO Authorized Services** are those that must go through Magellan for "pre-authorization."

- Magellan sends a file of authorized services to be entered.
- The service authorizations in N-FOCUS are then entered by State Ward Medical staff.
- There is no provider attestation or claims change for authorized services.

PLACEMENT TYPE (NEW)

Non-custodial Parent and With Parent-Abducted are two new placement types added to N-FOCUS. The new types will allow Protection and Safety to identify children placed with a Non-Custodial Parents. The parent involved in this placement type must also be in the CFS program case.
NOTE: When entering a placement for Non-custodial Parent type, select the appropriate facility type where they live. For example if the child and parent live in a house, then the facility type would be Apartment/house from the list.

CONTACT SUMMARY (NEW)

A Contact Summary function has been added to the Contact Detail window viewed from a Detail Safety Assessment. Workers will now be able to see a list of the Contacts by going to the Contact Detail pushbutton and select the word Detail from the Menu bar. The result is a list of the contacts for all of the people in the safety assessment will appear in one screen.

\LEGAL STATUS (NEW)

A new Legal Status of "Child in Non-Court Case" has been added to N-FOCUS. This status is used when entering the conclusion code of "Transferred to Ongoing services" in the Safety Assessment.

Upon Updating the Safety Assessment status to the conclusion of 'Transfer to Ongoing Services', a popup screen appears to allow the user to multi-select children having all the same begin date, and county for legal status on Child in Non-Court case'. Highlight the children, select OK.
This information will display on the Legal status window that shows all the legal status for a child.

Worker can also enter the legal status of 'Non-Court Children' from the Actions drop down list on the Detail Safety Assessment window.

CFS CASE ASSISTANCE TYPE (NEW)

The CFS Case assistance type codes have been changed. The 'voluntary' has been changed to 'Non-Court' and the '<>' has been changed to 'Safety Assessment'. New cases will start out with a Safety Assessment assistance code and based on the actions taken by the worker, will be automatically updated by the system.
If any child in the case is given a legal status of HHS Ward, Tribal Court Custody, HHS/OJS Ward, or Evaluation Only the system will change the case assistance code to 'Court'.
If any child is given a legal status of Voluntary Placement or Direct Relinquishment OR the Safety Assessment Conclusion code of 'Accept for Ongoing Services', the system will change the assistance code to 'Non-Court'.

The Case Details button to change the assistance code is now disabled. Please contact N-FOCUS Production Support if a correction to the assistance code on an existing case is needed.

CPS Intake Status Reason (change)

The Users Group requested to have the Intake Status Reasons to correspond to the Intake tools. As of this release, the Intake Status Reasons now coincide with the Intake Tools to match the current practices established by the Nebraska Safety Intervention System.

Listed is a comparison between the old and new reasons

OLD	NEW
Accept for Initial Assessment	Accept for Safety Assessment
Law Enforcement Only	Law Enforcement
Not Accepted/Cannot Locate	Unable to Identify
Not Accepted/No Maltreatment	Does Not Meet Definition
Not Accepted/No Risk	Does Not Meet Definition
Not Accepted/No Dependency	Does Not Meet Definition
Duplicate Intake/Entry Error	Multiple Reporter, Entry Error or Unable to Identify

Three new status reasons have been created to replace Duplicate Intake/Entry Error:

Multiple Reporter – These are intakes where the incident (allegations) perpetrator and victim are all the same. The main difference is that the reporter is a different person which may have additional or different information. Users will not be able to add new intake narratives after this status is set. All additional information is to be documented in the original related intake

Entry Error – These are intakes where all of the information was entered in error and the intake is not to be considered for reporting or record keeping purposes.

Unable to Identify – This is similar to Not Accepted/Cannot Locate except it has been determined that the intake worker would not be attempting to locate. The assessment worker will attempt to locate. The intake worker would use this status if there is not enough information to identify the persons involved and/or where they reside.

YLS Assessment Alert (NEW)

There is a new Alert for Protection Specialists to notify them when an YLS Assessment is due (Alert #339 YLS Assessment Due). The due date on the Alert shows the date the YLS Assessment is due. This Alert will continue to run monthly until the YLS Assessment has been completed. If it is not completed by the due date, it will display in Overdue Status. Overdue Alerts can be viewed by selecting the Over-due status on the Search Position Alert window.

The Alert runs on the first day of the month and will be available to view on the 2nd of each month. Alerts are created for youth that are currently in HHS Ward, HHS-OJS Ward and Evaluation Only status and have been adjudicated as a Juvenile (Juvenile Misdemeanor, Juvenile Delinquent, Status Offender and/or Juvenile Traffic Offense. A YLS Assessment must have been completed within the previous 5 Months (YLS Assessments are good for 6 Months) or the Alert will be created.

SAFETY ASSESSMENT PERSON INVOLVEMENT (TIP)

When completing a Safety Assessment, workers are not limited to selecting only persons in the Master Case when entering the Person Involvement portion.

N-FOCUS allows pulling in other persons by using the select-out arrow on the Detail Safety Assessment Person Involvement window. Enter the name and perform clearance to either use an existing person or create a new person in N-FOCUS. Review the person clearance list carefully and only add a new person if necessary. Please contact Production Support for assistance if presented with a list that identifies several persons with the same name but no other identifying differences.

ELECTRONIC APPLICATION

Viewing the E-Application (TIP)

In order to best view the E-application set the PC resolution at 1024 X 768. Using this resolution will allow the application to be viewed without scrolling and the ability to view the open windows at the bottom of the screen allowing for toggling back and forth.

To reset the monitor display:
Right click on the desktop to bring up the menu.
Click on Properties
Click on the Settings tab

Move the Screen resolution slider to the setting of 1024 by 768 pixels. Click OK. The monitor may go black for a moment, then displays with the new setting.
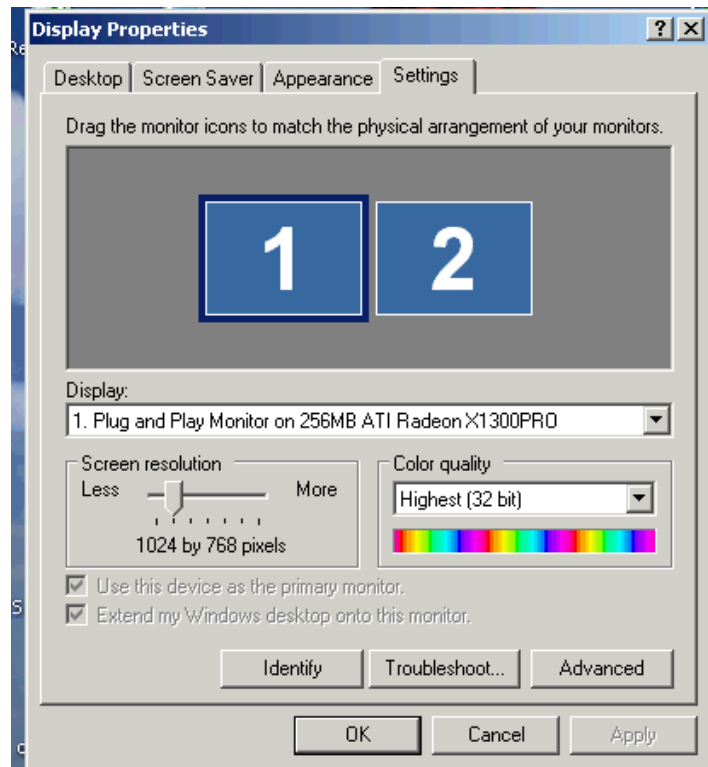
If the resolution is not changed, then to view the entire application, the user will need to scroll to the right/left and up/down.
If not using dual monitors, to toggle between N-FOCUS and the e-application, use the window key on the keyboard to go back and forth.

E-Application in Spanish (NEW)

Effective with this release, the Electronic Application is now available in Spanish as well as English.

Automated Narrative (NEW)

Two new automated narratives have been added to N-FOCUS.
1. An automated narrative will be created when an FSP Expedited Case is closed due to verifications not being provided.
2. An automated narrative will be created overnight when a CHARTS Referral is sent. The narrative will appear the next day.

E-Application Assignment (TIP)

When the assignment is changed first, then the application is tied, it will go to the correct worker. If the application is tied, then the assignment is changed, it will go to the previous worker. The alert is created immediately when the tie is made and the alert will go to whoever the assigned worker is at that time. If the worker gets the alert and knows the assignment has been changed to someone else, they should ignore the alert and it will go away tomorrow when the alert transfers to the new worker assignment. If they clear the alert, no e-app alert will be transferred to the new worker.

Release Authorization Form (CHANGE)

On the Release Authorization form, the signature name was removed so it can be used for sending verification on any person in the household.

Pending Programs (TIP)

When an E-Application is received and the client applies for AABD or ADC as well as Medicaid, it is not necessary to also have the Medicaid program case pended since AABD and ADC include Medicaid.

The medical program will show up on the Supervisor's error report of a list of Electronic application with program cases not tied to a corresponding N-FOCUS program. The function of the report is to ensure all programs are considered so if the same people on the application are applying for AABD or ADC and Medicaid, that program can be ignored. The medical program case will drop off of the report after four weeks.

Working Status of Electronic Application (TIP)

The Working status helps offices who have multiple Case Aides or Intake Clerks working on the same list. This helps "tag" the application so others know it is being worked. If there is only one person responsible for checking the list, it is not necessary to use the Working status. The Submitted status can be left until the Electronic application is registered on N-FOCUS which will automatically update the status to Registered.

Electronic Applications Q & A (TIP)

Questions and Answers of Tips and features of E-Applications can be found in the Economic Assistance Policy Log under ACCESSNebraska.

EXPERT SYSTEM

BUDGETING CHILD CARE

AABD Grant in Child Care (FIX)

AABD grants now count in calculating a Child Care budget.

Verifications (CHANGE)

Citizenship/Immigration verification is now a mandatory task in N-FOCUS for the CC program. Budgeting will not run until these verifications are completed in N-FOCUS.

Recalculated Budgets (FIX)

A change has been made in the detection of an 'adverse action' in Child Care budgeting. It is considered an adverse action when a participant child becomes a non-participant after a current or past month's budget has been authorized. This is because that person could have an active Service Authorization. Effective with this release, if the result of this action is positive, (the fee decreases), it will not be an 'adverse action".

Child Care Memorandum

A memo sent to staff in October requires all CC cases have a budget processed by January 2009. Starting in November, a report will be generated listing those CC cases that have not had a budget run in Expert System.

BUDGETING FOOD STAMPS

TBR Budget (NEW)

When a worker selects the Reporting Category of Transitional Benefit Reporting, a reminder pop-up window will appear that says "TBR Certification Periods should cover 5 months."

Retirement Accounts (CHANGE)

Effective with budgets run October 1, 2008 or later, the value of the resources for Annuity Accounts, IRA (Individual retirement Account) and Keogh Plans will be excluded from Food stamp budgets.

CASE MAINTENANCE

Case Action for TMA-G (NEW)

There are times when the system fails to detect TMA-G eligibility when an ADC/MED budget fails due to increased earnings of an adult. When this happens, call Production Support who has the security to assist in adding or reopening a TMA-G case.

TMA-G Overpayment (FIX)

There has been a problem with the system including TMA-G cases in months two to five in the total overpayment logic. This has been fixed so that if a total overpayment has been created for a TMA-G and it has been attached to an accounts receivable, it will not be used in offsetting of an ADC/MED grant approval for the month of the total overpayment. If it has not been attached to an AR, then it will be used to offset the ADC/MED payment for the month of the total overpayment.

Unearned Income Task (CHANGE)

For the unearned income types of NAP-Per Capita and NAP-Seminole, the frequency types of weekly, twice a week and twice a month have been removed as per Policy.

NOTICES

TMA-G Notices

When recalculations of benefits are done that include a TMA-G recalculation, it is recommended to review the notices closely for accuracy. There have been instances where the information is not correct and an explanation in the Comments section should be added for clarification or the worker may want to do a notice template.